



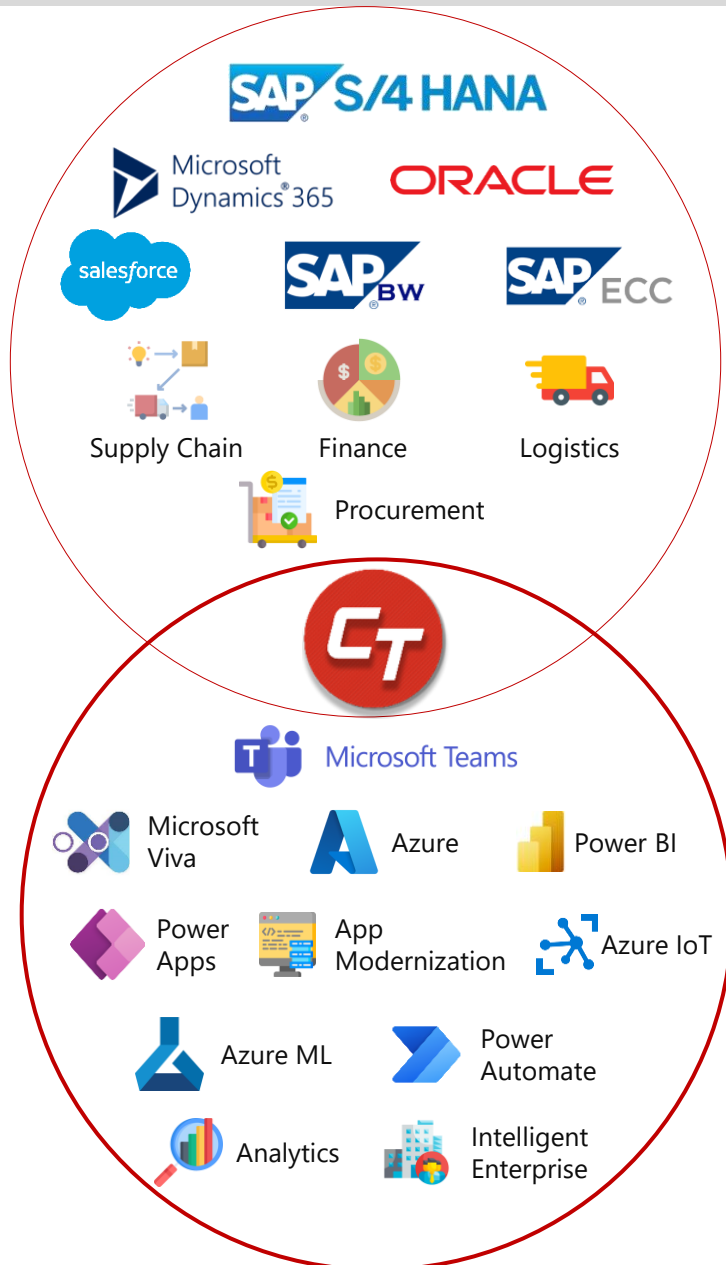
CT-EKAA ITSM Bot on Teams

Microsoft
Partner



Gold data Analytics
Gold Application Integraton
Gold DevOps
Gold Data Platform
Gold Application Deveelopment
Gold Cloud Platform
Gold security
Gold Datacenter
Gold Cloud Productivity

Traditional Enterprise + Modern Cloud



1200+
Employees



720+
Azure Certifications

Advanced Specialization



- AI & Machine Learning
- Analytics
- Windows & SQL server migration
- Kubernetes



Global Presence

US, Canada, UK/Europe,
Asia Pacific, India, Latin America



Economic Times
Best Independent Software Vendor

Our Vision

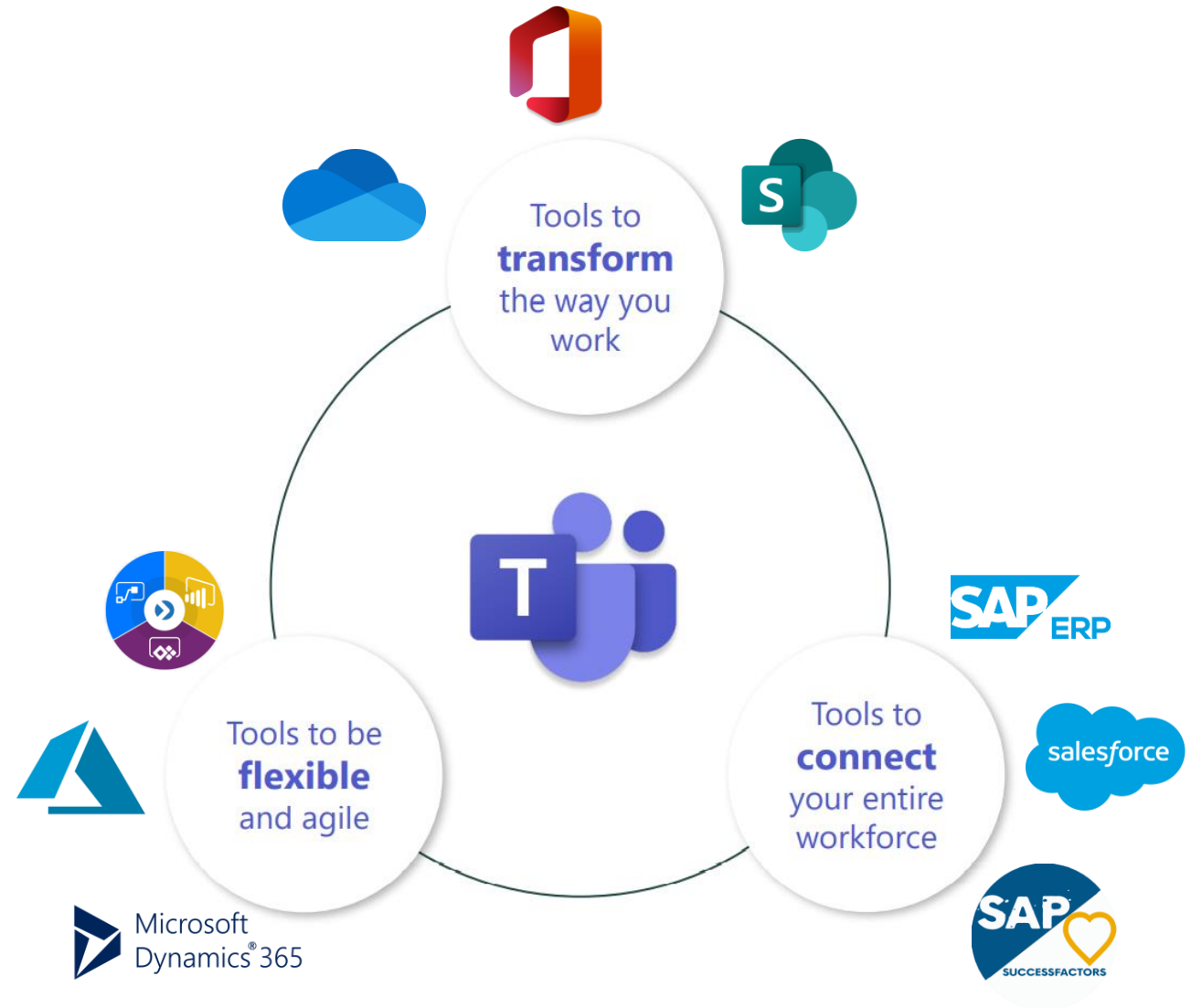
Integrate business processes and Process Flows

Automate routine tasks

Implement complete Access Control and security appliance

Communicate and collaborate

All in a single hub



Microsoft Teams provides a powerful and extensible platform

Teams Features:



Tabs

Surface rich content as well as SharePoint Framework* based solutions



Bots

Help users get tasks done in conversations



Message Extensions

Allow users to query and share rich cards in conversations



Adaptive Cards

Add rich interaction to your connector cards



Connectors

Post rich updates to channels



Personalize

Personalize your Teams Experience

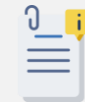
Bring Business Processes to Teams



LoB Apps



Employee Engagement



Information Discovery



Support



Unique Design Thinking Crafted for Teams Development



Empathy

- ✓ Conduct Research
- ✓ Seeking to Understand
- ✓ Simple Scenario but Complex workflows



Define

- ✓ Route Cause Analysis
- ✓ Disconnected LoB Systems
- ✓ Request/Approval Process to get better



Ideate

- ✓ How Teams will help
- ✓ Bots talking to Enterprise Apps.
- ✓ Embedded Tab Apps break silos of Data



Prototype

- ✓ Relent Iteration
- ✓ Identify tools from the Teams Toolkit
- ✓ Quickly writeup Use Case

Industry specific solutions

Customer business challenges

Customer business challenges

 Jira Software

 Trello



 smartsheet

 inVISION

 GitHub

 zendesk



 Wrike

 asana

 mindmeister

 Bitbucket

 Hootsuite™



EVERNOTE

 Polly.ai

 disco

Tailor your teamwork with

250+ Teams apps
now available!

 icertis™
Applied Cloud

 meekan
by Doodle

 Adobe

 SOAPBOX

 sage

servicenow™

 KRONOS®

ModuleQ

 SurveyMonkey®

POPiN

 ZENEFITS

 STATSBOT

 approved contact

 open agora

SKOOLER

Zoom.ai

 talla

Stream

EKAA ITSM bot is one-stop intelligent solution for all your IT support queries & requests.

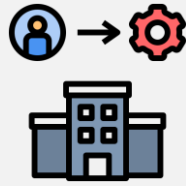


EKAA, an IT service management chatbot on Microsoft Teams, amplifies ITSM workflows with an AI-powered conversational interface. It streamlines ITSM workflows by raising tickets, performing actions on them, checking ticket status, connecting with live agents, and performing other ITSM scenarios from one single interface.

Specific Features



Persona Based Access



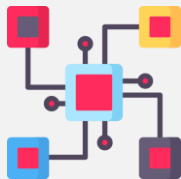
Increased Engagement with
Enterprise Systems



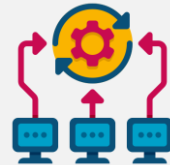
Enterprise Collaboration



Enabled for Microsoft Teams



Intuitive flows for busy
executives



Seamless integration with LOB
Apps and Enterprise Apps



Built for mobile



Modern User Experience

Employee



Covers

- ✓ Raise Ticket
- ✓ Get Ticket Status
- ✓ Update Ticket
- ✓ Comment on Ticket
- ✓ Get Ticket History
- ✓ Teams Notification

Agent



Covers

- ✓ Get All Assigned Tickets
- ✓ Update Ticket status
- ✓ Comment on Ticket
- ✓ Get Ticket History
- ✓ Teams Notification



Covers



Manager Dashboard (stage view)



Connect with live agent (chat/call)



Message extensions



Meeting extensibility



Manager/user feedback on Agent



Teams Search Bar



E-mail Notifications



Transfer ticket

Goal of this ITSM ticketing chatbot is to simplify user journey on ticketing scenarios.

The Challenge



- ✓ Currently, to raise tickets and perform actions on tickets, employees and managers must use ticketing software. To find answers to frequently asked questions, they have to send a mail to their department. Engineers are supposed to answer emails.
- ✓ In processes like raising tickets, getting updates on tickets, connecting with engineers on email threads, and answering FAQs, employees and engineers had to switch context.

Current Scenario

The Solution



- ✓ With a Chatbot/Tab App interface, you can raise tickets, perform actions on them from department-oriented agents, check tickets status, connect with live agents, and perform other ITSM scenarios from one single interface.
- ✓ Integration of Roster system, SLA mechanism and intuitive ITSM workflows on teams, with real-time history of all actions performed by bot

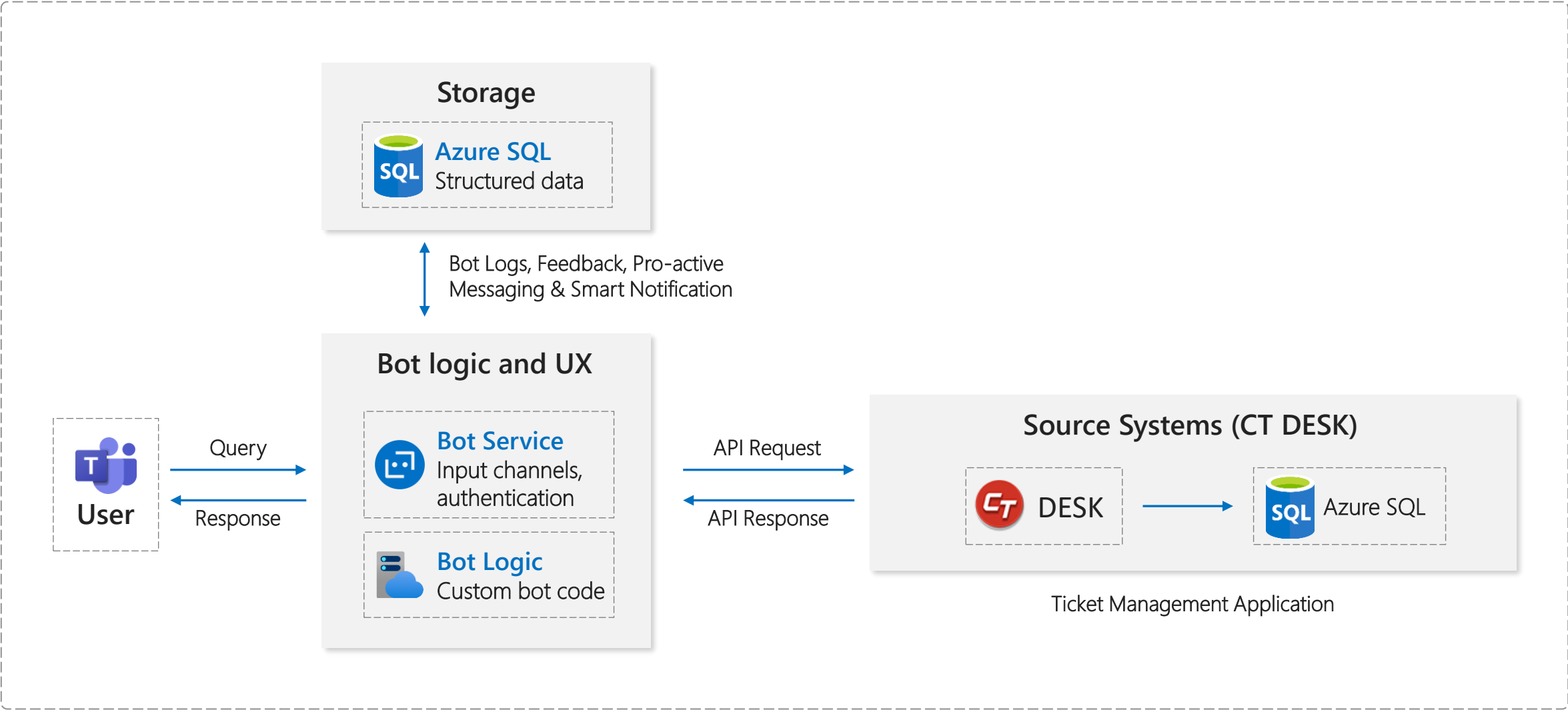
Celebal's Approach

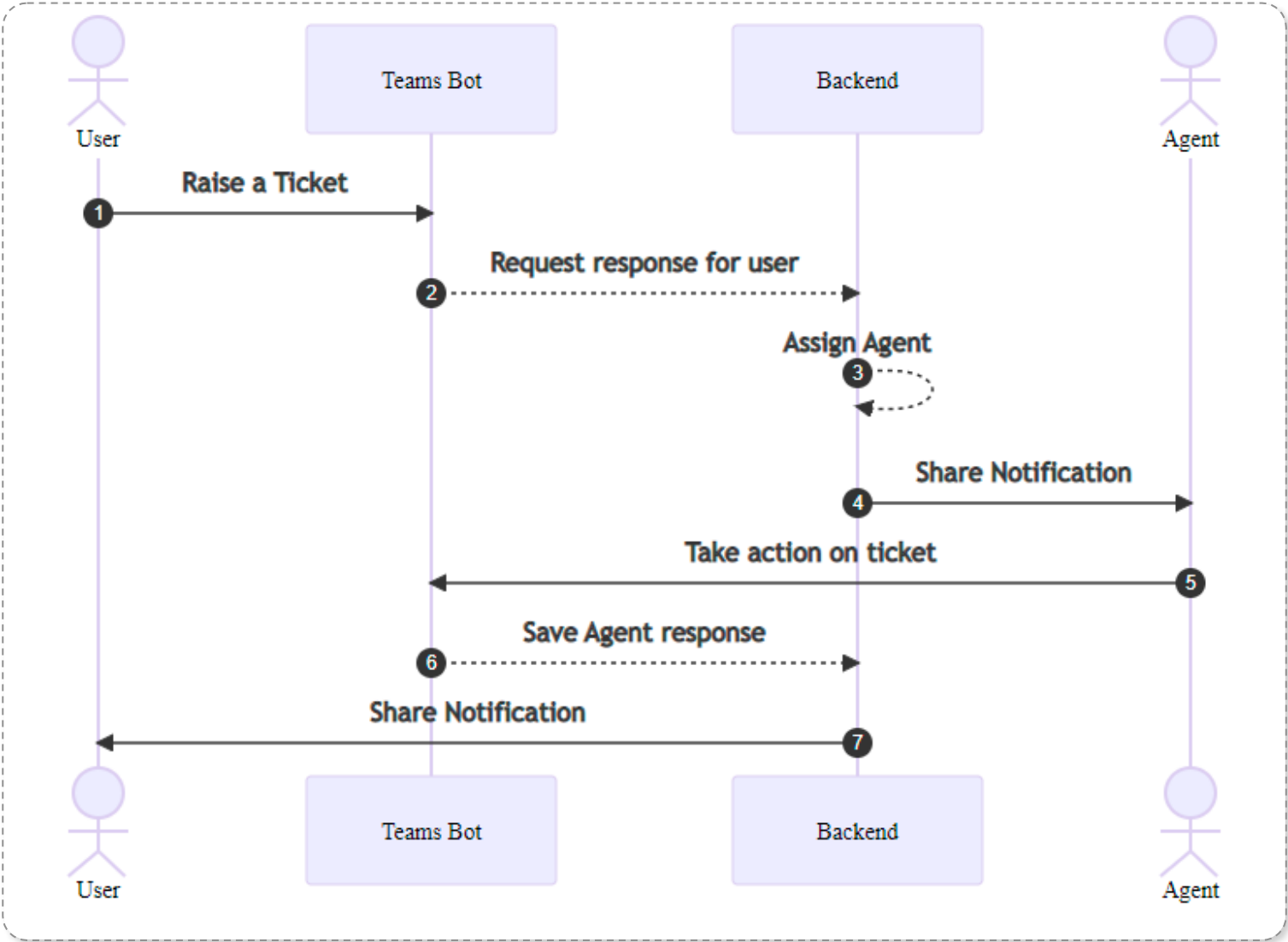
The Result



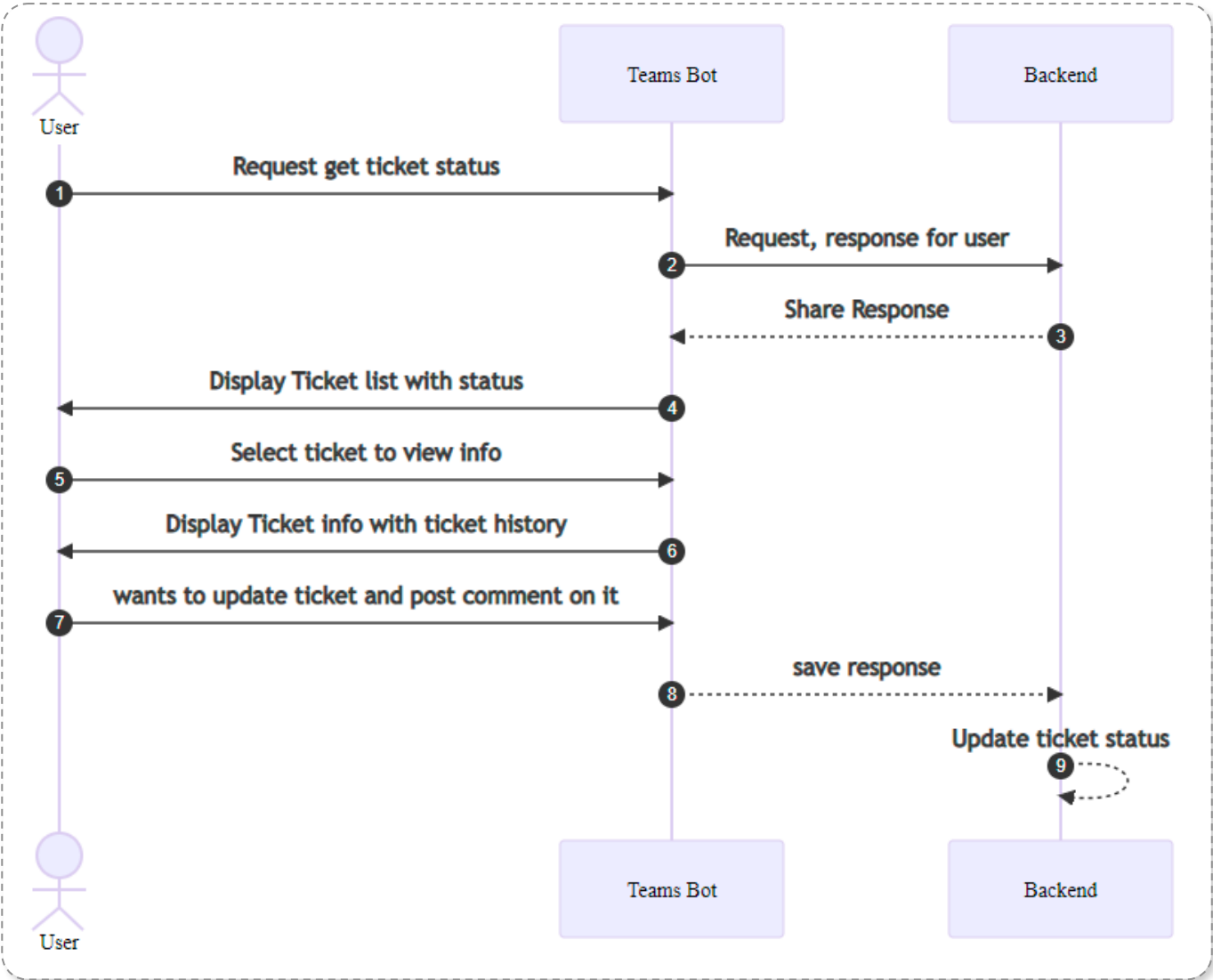
- ✓ With FAQ's having relevant answers as well, the number of raised tickets has been reduced y 27%.
- ✓ With increased collaboration and chat functionality between engineer and users the turn around time for ticket resolution has reduced by 32%
- ✓ Efficiency of manager has increased by 16% due to collaborative analytical dashboard.
- ✓ Managers got more and better visibility of engineer's performance.

Benefits

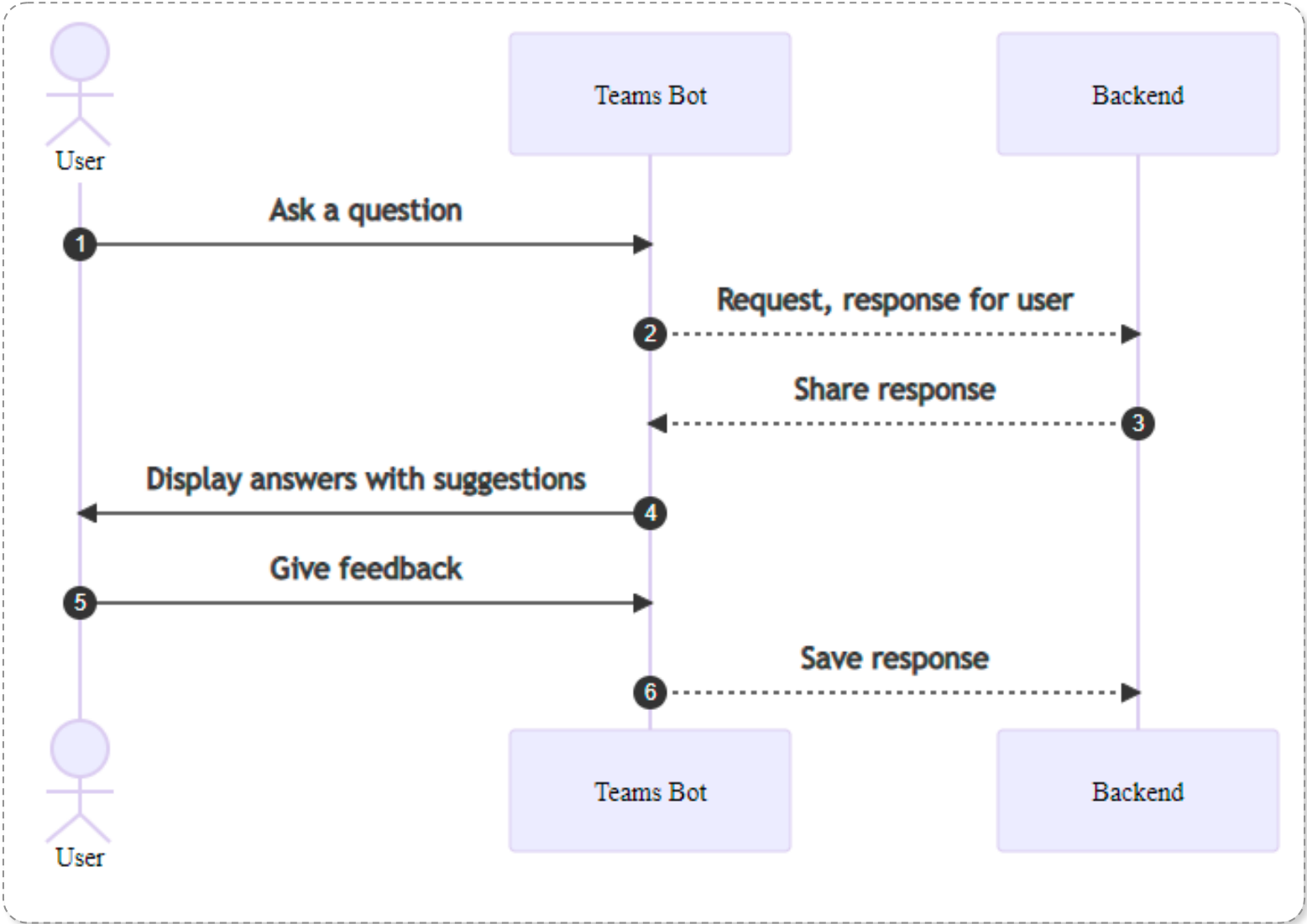





Raise a Ticket Flow



Get Ticket Status Flow



Ask a question Flow

 Ekaa ITSM
Raise Ticket

Raise Ticket

Title*

Title

Description

Type Description...

Department

Select Department

Issue

Select Issue

Impact

Select

Urgency

Select

Issue Observed On

Select a date...


Insert Attachment

Choose File

No file chosen

Cancel

Submit

 Status Change Notification

Agent Name

Robert Forst

Date

1/10/2022

TicketId

TICK78

Title

Sample ticket

Description


this is for demo purpose

Status

InProgress

Note :

Hi user, your ticket is in progress . Your issue will resolve soon.

 Your ticket was raised successfully.

TicketId

TICK78

Title

Sample ticket

Department

Facilities

Issue

Request catering

Description

this is for demo purpose

Issue observed on

1-6-2022

Impact


Impacts Me

Urgency

Medium

Ticket Status

New

 Ekaa ITSM
Check ticket status

Ticket History

Ticket Id: TICK3

Details

U

Tanvi

User Posted a Comm...

18-01-2022

U

Tanvi

User has updated th...

18-01-2022

U

Tanvi

User has updated th...

18-01-2022

A

Robert


The Ticket is Assigne...

18-01-2022

18-01-2022 13:32:29

please resolve the same soon


Back

 Ekaa ITSM
Check ticket status

Ticket Id	Title	Opening Date	Status
TICK3	how to connect vpn	1/17/2022	New
TICK7	demo title	1/18/2022	New

< Back


Next >

 Here are some suggestions you can check:

Raise a Ticket

Get Ticket Status

Ask Question





Increased Employee
Engagement



Simplification of complex
business processes



Better User
Experience



Better
Visibility



Improved Customer
Service



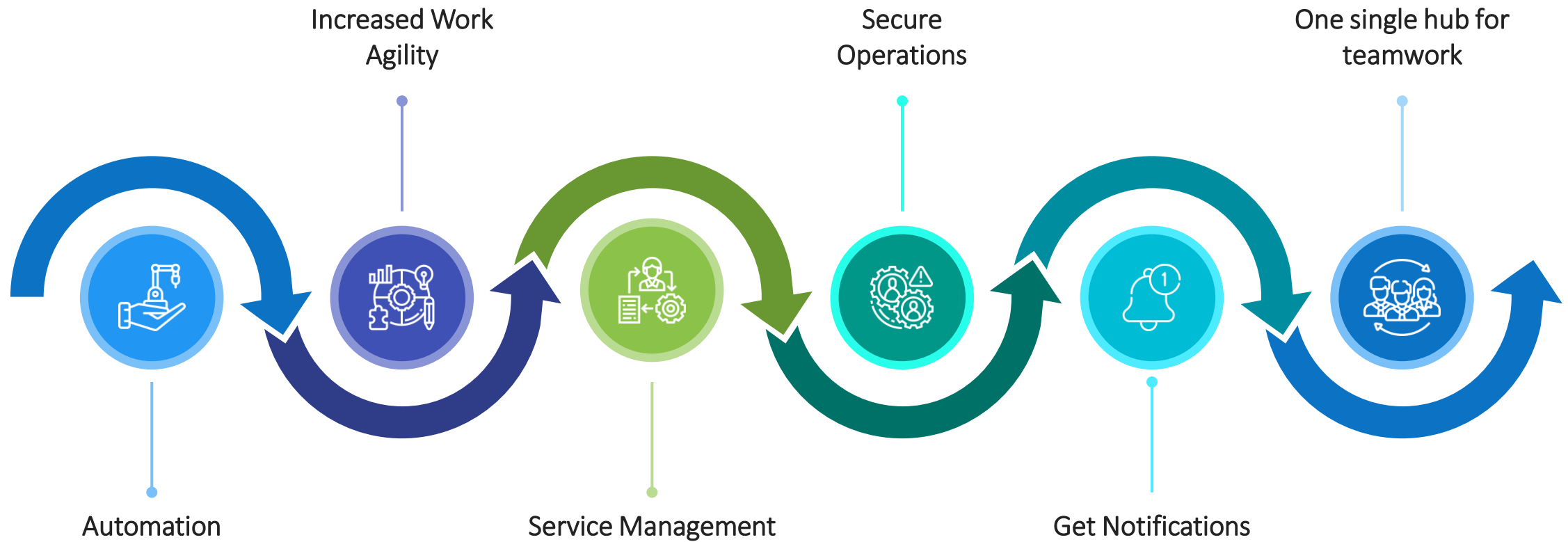
Micro-analytics



Effective Cost
Management



Measurable Employee
Engagement



Activity

Chat1

Teams

Calendar

Calls

Files

EKAA

...

Apps

Help

CT EKAA

Chat

Files

About

Dashboard

10:23 AM

#manager

CT Ekaa-Itsm 10:23 AM

CT

Welcome to CT-Ekaa

I am Ekaa, your Enterprise Digital Assistant.

Here are some of the things I can help you with:

• Check All Agents Ticket Under You

• Add Remarks on Agents

• Add Feedback on Agents

• Transfer a Ticket to another Agent

• Connect and Chat with Live Agent .

• Check All Agents Analytics

Ready to get started?

Here are some options for you to proceed with:

Visit Dashboard

Type here to search

26°C Sunny

11:57 AM 2/19/2022



CELEBAL
TECHNOLOGIES

Thank You

Feel free to Contact

enterprisesales@celebaltech.com

